

Summary of Jaisohn Report:

Grant made in October 2019.

GOAL: was to hire a bilingual Korean LCSW to provide mental health services and coordinate homecare-medical care-mental health-social services departments and improve care coordination.

ACTIONS: hire bilingual LCSW, build care coordination, improve communication between departments, implement single database

OUTCOME: They were unable to find a bilingual LCSW, so expanded hours of someone already providing services to 2 days per week. While she is Korean-American, she is not bilingual. Another staff member who is bilingual just got her LSW, so it will be 2 years before she is able to bill for services. The LCSW recently left, leaving the LSW to provide counseling services.

ASSESSMENT: They report that communication improved between departments, assisted by physical proximity. Referrals for mental health increased from their medical staff. However, rather than migrating to a single database, they now use three. The report includes a half-year of monthly visit data but seniors are not differentiated.

Jaisohn has struggled during the pandemic, having to shut down social services for several months, but then moving to phone and outdoor meetings. Language and technology challenges were barriers. It seems that the current focus on the Director is on finding more ways to receive reimbursement for services.

Summary of Hickman Report -Appreciating the Minigrant for Virtual Reality System which enables residents to virtually visit places like the Great Barrier Reef.

Summary of Ralston MidYear Oral Report – Volume of services is down 60%. Would provide transportation or space for vaccines, but members need to register through system. They are doing more caregiver education using materials from PA Homecare Association. Have re-engaged strategic planning consultant. Looking for MyWay Director.